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ABSTRACT

Austin Community College's Learning Resource Services (LRS) is made up of the Learning Resource Centers (LRC's) which house library, media, and computer-based instruction departments; LRS Technical services; and the LRS Telecommunications Center. LRS operations are offered at 10 different sites including full-service campus LRC's, limited-service branch campus LRC's, and minimally equipped high school libraries at evening-only teaching sites. The two annual reports contained in this document summarize the activities and accomplishments of the LRS during fiscal year (FY) 1989 and FY90, providing selective comparative data from 1987 through 1990. Information is presented on new acquisitions; volumes in the collection; circulation of materials per student headcount; library user visits; reference requests; workshops conducted; office calls; instructional support services provided; budget breakdown per services; and goals for the coming year. Selected highlights from each of the reports include the following: (1) in FY89, video set-ups for classroom use reached an all-time high of 3,343; (2) that same year, only 5% of interlibrary loan requests were unfilled; (3) in FY89, total volumes in the collection was 24.57% higher than in 1987, and circulations showed a 46.81% increase; (4) in FY89, the LRS spent $9.64 per student for acquisitions, down from $12.64 in FY87; (5) in FY90, there were close to 700,000 visits to LRS facilities; (6) visits to the computer center in FY90 reached 68,388, a 134% increase from 1989; (7) total circulation in FY90 was 330,693, a 40% increase over 1989; and (8) LRC's handled 2,492 reference calls per week in FY90, an increase of 36% from the previous year. Both reports include a set of goals for the upcoming fiscal year. (PAA)

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AUSTIN COMMUNITY COLLEGE
LEARNING RESOURCE SERVICES

ANNUAL REPORTS
1989 AND 1990

AUSTIN, TEXAS

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ANNUAL REPORT
1989

LRS

Austin Community College Learning Resource Services

MESSAGE FROM THE DIRECTOR

An annual report serves to measure a stage of development in an organization's life. It offers insight into the variety of programming being offered and points out significant factors that influence the organization's activity and future. The Annual Report of ACC Learning Resource Services gives a picture of significant events in the academic year of 1988 to 1989. Moreover, it encapsulates the excellence in support service to which all of LRS is proud to aspire.

I hope you find this report interesting and useful. I welcome your comments and suggestions and would be happy to discuss it at any time.

W. Lee Hisle, Ph.D.
Director of Learning Resource Services
Austin Community College

ACC Learning Resource Services

Austin Community College's Learning Resource Services (LRS) has enjoyed a banner and historic academic year in 1989. LRS is made up of the Learning Resource Centers (LRCs) which house library, media, and computer-based instruction departments; LRS Technical Services; and the LRS Telecommunications Center. Over eighty employees work in LRS including five Head Librarians, eight other librarian faculty members, two coordinators, and six professional-technical employees.

Reflecting the diversity of teaching locations in ACC, LRS operations are offered at ten different sites including full-service campus LRCs, limited-service branch campus LRCs, and minimally-equipped high school libraries at evening-only teaching sites. Agreements with area public and university library systems increase the scope of LRS operations and resources available to ACC students and faculty.

Looking back at 1989

Austin Community College may have come of age in 1989 and the LRS program certainly benefited from the college's new maturity. Two new Learning Resource Centers were opened this year as part of the historic opening of ACC-owned campuses. The new LRCs were the most visible improvements in Learning Resource Services, but energy, innovation, commitment to student and faculty service, and growth to accommodate the tremendous demand being placed on the College and its LRS operations could be seen in every aspect of the LRS program. For example:

■ New LRCs were opened at the Northridge and Riverside Campuses and the Southwest Center Branch Campus. The materials collection at the Ridgeview LRC was partially split between the new campuses and the Riverside Campus LRC was augmented with special mid-year funding. Both campuses were allocated construction funds to purchase new furniture and equipment. New staff positions were approved for the Riverside Campus LRC to accommodate its change from an allied health sciences only operation to a full-service, comprehensive Learning Resource Center. Significant time and effort were spent by the staff members at the RVS and RDV(NRG) Campuses to bring the new operation online in time for student access.

■ The Board of Trustees approved $440,000 in response to the LRS Basis for Excellence: A Plan for the Development of Learning Resource Services report in February. Of that amount, over $330,000 was spent on acquisitions of new material for the Riverside Campus and the Rutherford, Southwest, and 620 Oaks Branch Campuses. Also funded was the purchase of seven telefacsimile machines, additions to the Dynix automation system, and the purchase of microcomputers, audiovisual equipment, and library furniture to accommodate the Riverside Campus LRC opening. An essential element of the Basis for Excellence report was that the existing services and collections at the two existing campuses, RGC and NRG (RDV), should not suffer from the addition of a third full-service campus.

■ LRS Technical Services, in a exemplary cooperative effort with LRS bibliographers, ordered, received, cataloged and processed all Basis for Excellence materials delivered in time for fall 1989 classes. Technical services processed more than five times the usual number of books, audiovisuals and computer software programs as a part of this effort.

■ Computer-Based Instruction (CBI) Computer Centers were opened in the new campus LRCs. The phenomenal demand for CBI services at the Rio Grande Campus is being duplicated at both new operations. A CBI Specialist, the first position of its kind at ACC, was hired this year at Northridge to meet the demand for educational support via microcomputer.

■ Media Centers at the new campuses, for the first time, have space to adequately provide for student use of audiovisual programs. The new facilities provide better support for students enrolled in instructional television courses, as well as improved viewing/listening areas for students in conventional classroom courses.

■ The LRS was selected to be a beta-test site for the Dynix Media Booking System and for Release 120 of the Public Access Catalog. Consequently, ACC students will have access to the most advanced library automation software months before students at other institutions. (Dynix, for the second year in a row, has sold more library automation systems than any other vendor in the United States.)

■ LRS Technical Services and the Telecommunications Center moved into the new ACC District Administrative Offices in January. The Telecommunications Center remains in transition having lost considerable space in the move, but Technical Services, for the first time, has good office and work space to support its automation, acquisitions, cataloging, serials, and interlibrary loan work

■ A Head Librarian for Extension Services position was created on a trial basis. This position is responsible for supervising

daily operations and staff at all branch campuses and teaching centers. It is anticipated that a single supervisor will bring consistency to extension service operations while freeing the campus Head Librarians to spend more time on campus concerns.

Behind the scenes

It is relatively easy to describe the activities of Learning Resource Services and the departments under that umbrella from a macro point of view. It is important, however, to recognize the "behind the scenes" occurrences which offer greater service to ACC students and faculty. Every department of the LRS contributes an annual report detailing progress toward achieving the LRS Goals and Objectives (ACC Policy VI-20). From these reports, many instances of excellence may be observed:

■ Video set-ups for classroom use reached an all-time high of 3,343 (65% of total AV equipment use) and circulation of video programs reached over 2,450.

■ Over 6,000 photographs were taken and 3,100 graphic materials were produced.

■ Video production included 68 classroom recordings, 68 location recordings, 123 off-air recordings, and 24 studio productions.

■ Audiovisual subject catalogs, created for faculty use in selecting media to support their classroom instruction, were revised this year and subject indexes were added.

■ Studio productions which support instructional programs included a five-part series on Nutrition, a documentary on the Children's Lab School, three programs on upholstery techniques, and a series of short videos targeted to improving non-traditional student success.

■ Templates were developed on Lotus 123 to ease the collection of monthly media statistics and the development of the budget.

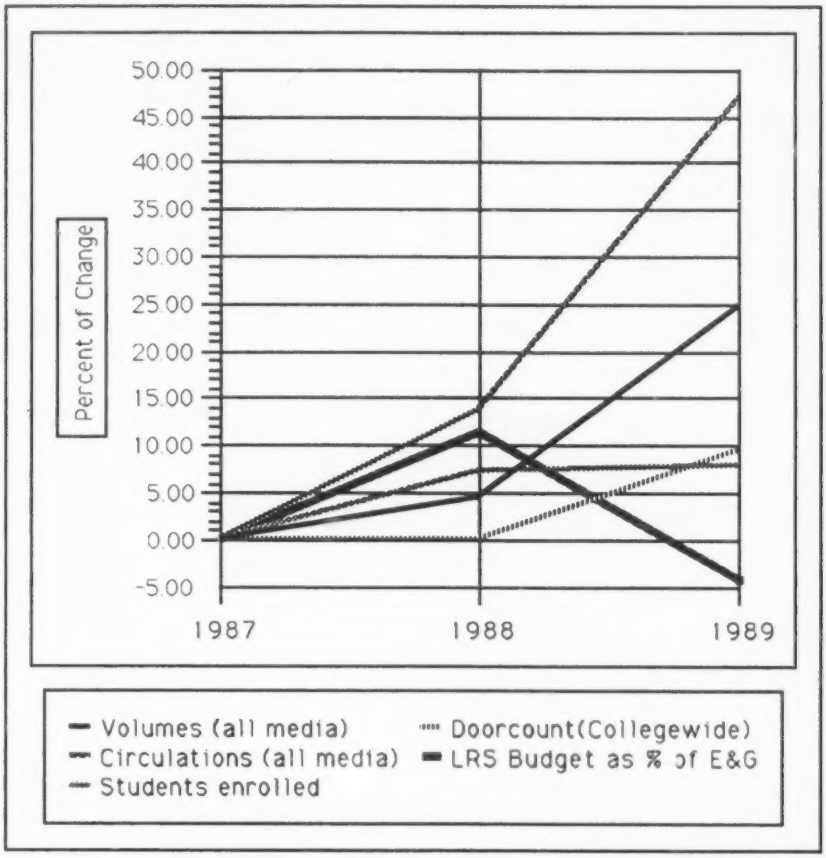
■ At the Rio Grande Campus LRC, by far the busiest of the LRCs with over 30,000 students visiting per month, had its circulation, study seating, and periodical spaces redesigned to more effectively handle the volume of student demand.

■ Almost 10 percent more materials were circulated, reference librarians answered almost 16 percent more questions, and 26 percent more fine money was collected—up to $13,001—at the RGC-LRC.

■ Major revisions in Library-Use Instruction (LUI) assignments were completed for Chemistry, Psychology, Government, and English Composition I. Over 8,000 students participated in structured, integrated LUI activities.

■ A 15-minute Library-Use Instruction video for English instructors was developed to improve students' understanding of the English Comp I Paper 6 assignment, especially at teaching locations distant from campus LRC support.

■ Two Reference Librarians (one new, one replacement) and a CBI Specialist were hired after national searches and extensive interviewing.



PERCENT OF INCREASE OVER 1987

PERCENT OF CHANGE	1987	1988	1989
Volumes (all media)	0.00	4.40	24.57
Circulations (all media)	0.00	13.69	46.81
Student enrolled	0.00	7.40	7.90
Doorcount (College-wide)	0.00	0.01	9.54
LRS Budget as % of E & G Fund	0.00	11.51	-4.25

■ The Dynix reserve book module, allowing online access to the reserve collections when searching the general catalog on the online system, was installed after local specifications were written. ACC was the second institution in the country to adopt the new program.

■ Over 5,000 books were transferred from the Ridgeview (Northridge) general collection to the Riverside Campus LRC to improve the opening day collection.

■ The Dynix online system now has 48 ports in use, the maximum available for guaranteed system response time. The SWC and RGC LRCs connect to Dynix via Austin Cablevision INET lines. The RVS, NRG, and RTH LRCs will begin using INET soon, saving the college over $9,000 per year in dedicated telephone line charges.

■ Interlibrary loan usage dropped in FY89 to just over 460 transactions. Requests were filled in 10 days or less and only 5% of the total number of requests were unfilled.

■ An extensive LRS Off-Campus Operations report was prepared which led to the trial appointment of a Head Librarian for Extension Services.

■ Published bibliographies were used to compare ACC collections to national standards in areas such as photography, commercial art, music, drama, history, medicine, and health/physical education.

■ A major periodicals usage study was completed resulting in the cancellation of 25 little-used or duplicated titles collegewide.

■ A buzzer was installed in the NRG LRC to alert staff to handicapped student needs.

■ New LRS brochures were created for faculty, students, and off-campus services. A separate "Hours and Locations" brochure was created.

■ Procedures were implemented to issue ACC LRS Courtesy Borrowers' Cards.

■ For the second time, the entire RVS LRC collection was cleaned of book mold and fungus.

■ A small functioning LRS unit was maintained at the RDV Campus after the opening of NRG.

■ CBI spearheaded a proposal with Parallel Studies for a joint project with the University of Texas at Austin to develop a TASP tracking system. Unfortunately, the proposal was not funded.

■ Headcount for CBI Computer Center use was up over 50 percent, which followed a 77 percent increase in FY88. Business students were the fastest growing single user group.

■ CBI handled 247 documented office calls to college offices. Based on the commercial billing rate of $55.00 per service call, CBI saved the college at least $13,500.

LRS Statistics - 1987-1989

	1987	1988	% change	1989	% change	2-year % change
Volumes (all media) *	73,700	76,946	4.40	**95,849**	24.57	**30.05**
Circulations (all media)	102,759	116,822	13.69	**171,508**	46.81	**66.90**
Students enrolled	19,905	21,378	7.40	**23,067**	7.90	**15.89**
Doorcount (Collegwide)	542,151	542,215	0.01	**593,931**	9.54	**9.55**
Studio Productions Completed	49	18	-63.26	**24**	33.33	**-51.02**
LRS Staffing Table Positions	49	51	4.08	**56**	9.80	**14.29**
Hourly Money	123,723	149873	21.14	**174,165**	16.21	**40.77**
Acquisition Budget**	251,500	196,450	-21.89	**544,564**	277.20	**255.11**
LRS Budget as % of E&G Fund	4.43	4.94	11.51	**4.73**	-4.25	**6.77**
Circulation/volumes	1.39	1.52	8.89	**1.79**	17.86	**28.33**
Volumes/students	3.70	3.60	-2.79	**4.16**	15.45	**12.23**
Circulations/students	5.16	5.46	5.85	**7.44**	36.06	**44.02**
Doorcount/student	27.24	25.36	-6.88	**25.75**	1.52	**-5.47**
Acquisitions $/student	12.64	9.19	-27.27	**9.64**	4.85	**-23.74**
LRS Reference Questions (per week)	1,047	1,007	-3.82	**1,827**	81.43	**74.50**
CBI Questions (per week)	246	886	259.76	**1,610**	81.72	**554.47**
Students in Library Use Instruction (total)	5,798	5,874	1.31	**8,720**	48.45	**50.39**
CBI Workshop Participants (total)	1,042	1,350	29.56	**1,698**	25.78	**62.96**
CBI Office Calls (total)	257	165	-35.80	**247**	49.70	**-3.89**

* Includes 12,216 volumes added from Basis for Excellence funding
** Includes $337,817 from Basis for Excellence funding

BASIS FOR EXCELLENCE: A Reprise

A major undertaking in the 1988-89 academic year was the development of A Basis for Excellence: A Plan for the Development of Learning Resource Services. Prompted by the fact that the Ridgeview Campus LRC would close at the end of May 1989 and that two new campus LRCs would open during the summer, the LRS Management Team developed a planned approach to growth for the past five years. With input from the Campus Deans, the plan was developed and presented to the Academic Council for endorsement. After two reviews by the President's Cabinet, the proposal was submitted to the Board of Trustees for consideration. Recognizing the need for substantial special funding, they granted an allocation of $440,000 to accomplish four objectives:

- develop the Riverside Campus LRC with new materials collections, furniture, and equipment;
- develop small circulating collections at the Southwest, Rutherford, and 620 Oaks Branch Campuses;
- improve access to the district's resources by expanding the capability of the Dynix automation system; and
- improve the document delivery capability between the LRCs.

BASIS FOR EXCELLENCE
SUMMARY OF ACTIVITY

Print Volumes Purchased:	12,216
Audiovisual Titles Purchased:	33
Microcomputer Software Programs Purchased:	48
Newspaper and Journal Subscriptions:	176
Index Service Subscriptions	17
Microform Back-Issues and Subscriptions:	118

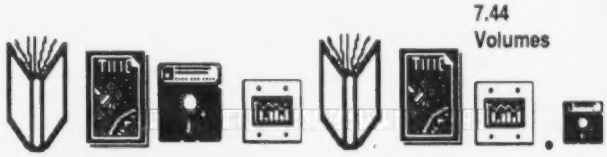
Also purchased:

Seven telefacsimile machines and office copiers
Seven Dynix PAC terminals and printers
Dynix support equipment: Modems, light pens, etc.
Dynix Media Materials Booking System
Shelving, Tables, Carrels, and Chairs for the RVS LRC

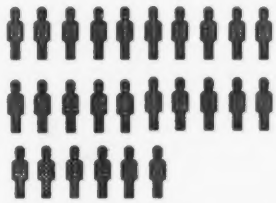
LRS FACTS

STUDENT STATS

There is an average of 4.16 volumes per student, up from 3.6 volumes per student in FY 88. The LRS spends $ 9.64 per student for acquisitions, down from $12.64 in FY 87

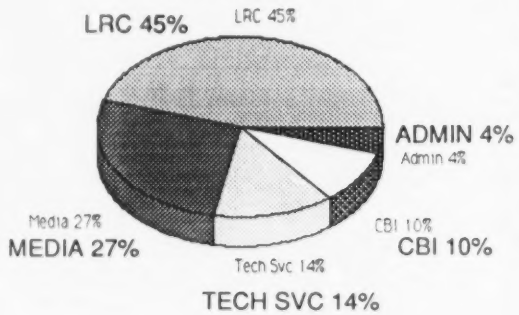


The average student checks out 7.44 volumes per year, up from 5.46 volumes in FY 88.



The average student visits the LRS 26 times per year, a figure relatively constant over the past three years.

LRS BUDGET PERCENTAGES FY90



The LRS ANNUAL REPORT was produced by LRS staff using an LRS Media Macintosh SE and Pagemaker software. Camera ready copy was prepared for printing. W. Lee Hisle, Director of LRS, coordinated the project and Cheryl Anderson, Media Specialist at Riverside, designed and produced the report.

LRS OBJECTIVES 1990

Each fall, LRS managers work with their staff to write work objectives for the coming year. This is a formal process and done in conjunction with each department's review of their accomplishments from the past year. The objectives written in the fall 1989 will form the basis for next year's departmental reviews. The objectives listed below indicate the direction Learning Resource Services is growing this year.

Learning Resource Centers

- ❒ Develop a student questionnaire to measure LRC services. Survey student body in the Spring 1990.
- ❒ Continue process to integrate Library-Use Instruction (LUI) program into all Parallel Studies courses.
- ❒ Expand adoption of Chemistry LUI program collegewide. Produce video support module.
- ❒ Update Dynix Procedures Manuals and develop training modules for Release 120 of the automated system software.
- ❒ Analyze usage patterns to determine the staffing, materials, and equipment needed as preparation for the FY91 budget process.
- ❒ Establish a review process for fine/hold disputes.

Computer-Based Instruction

- ❒ Work with faculty to expand use of microcomputers in the curriculum, targeting Business, Math, and English.
- ❒ Coordinate with the CIS department the use of computer classrooms at branch campuses.
- ❒ Publish a resource guide to CBI software holdings at ACC.
- ❒ Develop a plan for the replacement of obsolete equipment and software in CBI.
- ❒ Develop a computer-based ordering and tracking system for the preview and purchase of audiovisual material and CBI software.
- ❒ Document the need for a Microcomputer Support Specialist to oversee training and installation of equipment in college offices.

Media Services

- ❒ Support Non-Traditional Instruction course offerings.
- ❒ Design, develop, and produce instructional and administrative support audiovisual programming, including studio production video programming.
- ❒ Organize inventory system through microcomputer database program.
- ❒ Develop procedures to adopt Media Materials Booking Systems using Dynix automation system.
- ❒ Relocate darkroom facility and service, formerly at the Ridgeview Campus to the Rio Grande Campus .
- ❒ Produce a video magazine-style program for the President's Office.

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ACC is an equal opportunity institution

Learning Resource Services
Austin Community College

Annual Report FY 1990

MESSAGE FROM THE DIRECTOR

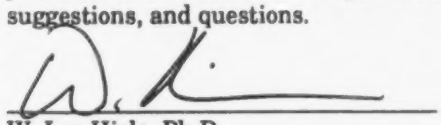
Fiscal Year 1990 was another year of growth for Learning Resource Services (LRS) at Austin Community College. LRS supported the college's instructional program with library, media, and computer services at 11 sites spread across three counties.

Two brand new full-service Learning Resource Centers (LRCs) at the Northridge and Riverside Main Campuses, plus a branch LRC at the Southwest Center Campus, had their first full year of operations in 1990. Meanwhile, LRS was preparing to open two more branch LRCs at the new Eastridge and Cypress Creek Campuses.

The growth rate in use of LRS facilities outstripped enrollment growth at ACC in 1990. While enrollment grew by close to 12 percent in 1990, library visits rose by almost 18 percent and circulation grew by 40 percent. Visits to LRS Computer Centers more than doubled. Almost 700,000 student and faculty visits to an LRS facility were recorded in FY 1990

LRS delivered library services to ACC students and faculty in FY 1990 through three full-service LRCs at the Rio Grande, Northridge, and Riverside Main Campuses, three branch LRCs at the Rutherford, 620 Oaks, and Southwest campuses, and high school libraries in five evening teaching sites at Bastrop, Leander, Reagan, Round Rock, and Westwood High Schools. Through the audiovisual facilities of its Media Services division and the Computer Centers of the Computer-Based Instruction division, LRS delivered a growing volume of instructional materials in a wide variety of formats. The behind-the-scenes work of its Technical Services division kept the LRS running smoothly.

This Annual Report summarizes the activities and accomplishments of Learning Resource Services during FY 1990 and its plans for the future. I hope you find it informative and helpful. Please let me know about your comments, suggestions, and questions.



W. Lee Hisle, Ph.D.
Director of Learning Resource Services
Austin Community College

Learning Resource Services
Austin Community College

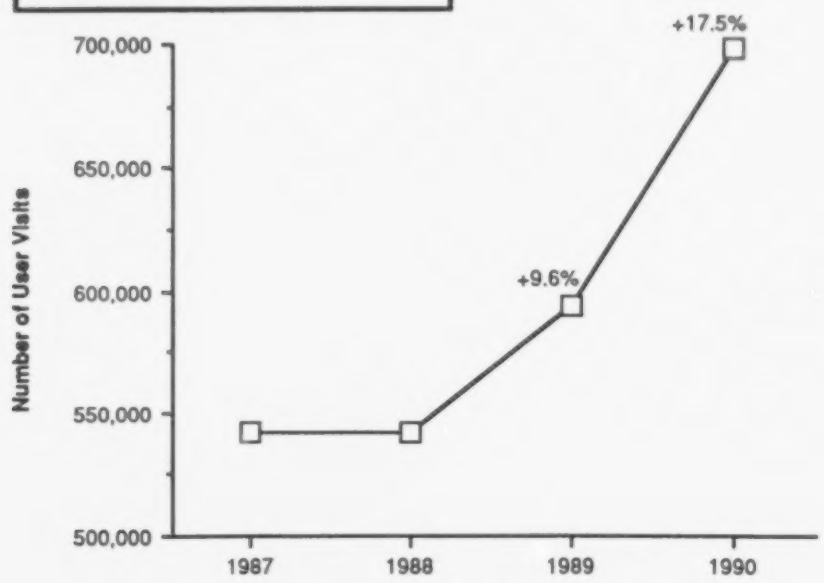
Annual Report FY 1990

LRS — Providing Service

- LRS facilities logged close to 700,000 visits by users in 1990—over 100,000 more than in 1989. The biggest increases were at the Riverside LRC, which posted a 520% increase in visits in its first full year of operations. (See **Figure 1**). Over 300,000 of all visits were at the Rio Grande LRC.

- The Computer-Based Instruction (CBI) Computer Centers accounted for a large part of the activity. The centers received 68,388 user visits in 1990, an increase of 134% from the year before. (See **Figure 2**). At the Riverside facility alone, over 12,400 CBI users visited the CBI Computer Center compared to 1,470 visits in

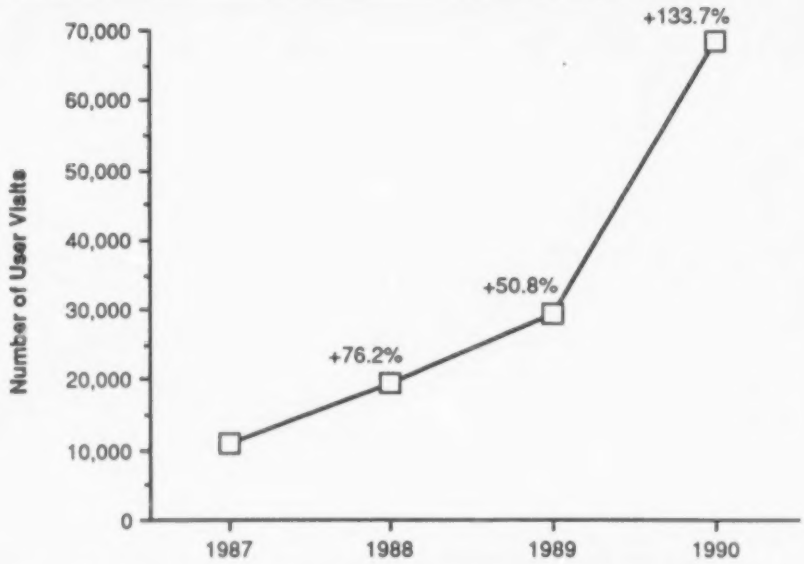
FIGURE 1.
User Visits to LRS, 1987-1990



1989. Visits to the Computer Center at the Rio Grande Campus more than doubled (again), up to 37,700 users.

- Results of a survey of ACC students in the spring of 1990 indicated that students were highly satisfied with the LRS services that they used. The students surveyed were from a range of vo-tech, liberal arts, day, and evening classes from all campuses. Well over half the students said they never used the computer or media services; instructor recommendations and course requirements seemed to correlate with facility use. The survey results will help LRS to focus its efforts to market services to students.

FIGURE 2.
User Visits to CBI Computer Centers, 1987-1990



- A new position, Head Librarian for Extension Services, was created in FY 1990 to supervise the LRC staff and operations at the ACC campuses (Eastridge, Rutherford, 620 Oaks, and Southwest Center) and evening sites (Bastrop, Leander, Reagan, Round Rock, and Westwood) and to provide for reference librarian services at these locations. The Off-Campus Librarian, formerly reporting to the Head Librarian for Rio Grande Campus, assumed the role. This change has freed the main campus Head Librarians to concentrate their efforts on serving their many students and faculty. A major task this year was to transfer authority smoothly to this new position and monitor its effectiveness.
- LRS served the growing number of clients with a professional staff that remained relatively unchanged in numbers. Hourly staff positions were relied on to handle the heavier workload.
- The LRCs continued their practice of providing IRS tax forms and schedules to users for copying. Any user of the LRCs can copy needed forms or sets of instructions in the spring of the year.
- The Library of Congress Subject Authority file was loaded into the Dynix Automation System during the 1989 winter holiday break. As a result, the database now offers an extensive cross reference structure between related subject headings directing students to the proper form of the subject term or to other subject terms related to their search.
- An agreement was signed with Apple Computer to offer Macintosh computers to faculty, staff, and students at significant discounts. To advertise the program, several MacFests were held on the campuses which introduce potential Mac users to the power and capabilities of the computer.
- CBI improvements to its Computer Centers included installation of hard disks, 3.5 floppy disk drives, and DOS upgrades on 13 MS-DOS machines; standardized menus on all MS-DOS machines; and development of a software tracking system.
- The Advisory Committee for Instructional Microcomputer Applications prepared and reviewed bids for hard disks, FAX machines, microcomputers, dot matrix and laser printers, Scantrons, an optical scanner, a video digitizer, and an integrated learning system for Parallel Studies. In all, collegewide purchase orders for computer hardware and software worth over $250,000 were reviewed, clarified, and tracked in 1990.

LRS — Providing Instructional Support

- LRCs began to circulate ITV videotapes to students for home use. The pilot was so successful that several other programs and additional copies were quickly made available. Circulating ITV tapes has helped to reduce waiting times for students viewing the tapes at the Rio Grande Campus.
- A CBI Specialist was hired at the Northridge Campus in FY90, the first such position in the college. The responsibilities of the position include working with faculty to integrate microcomputer applications into the curriculum and assisting students in making the best use of the software available in the Computer Center.
- A Faculty Productivity Center was instituted at the Rio Grande Campus Computer Center. The Faculty Productivity Center has a Macintosh SE, a MS-DOS 286 computer, a laser printer, and a Scantron. The Productivity Center reduces competition between faculty and students for computer facilities. Faculty can now scan forms directly into a data file. The new facility will support Mini-grants from the English and Parallel Studies departments.
- Computer-Based Instruction has continued to work with faculty to promote the use of microcomputers in the curriculum, with particular emphasis on business, math, and English courses.
- LRS worked closely with faculty to improve Library Use Instruction (LUI) materials. LUI assignments for Chemistry I labs were revised for all three main campuses to provide a more consistent and improved learning experience for students. Librarians worked with the Northridge Parallel Studies Department to collect packets of information for research paper workshops. At the Riverside Campus, LUI was integrated into the Chemistry 1634 Lab and Parallel Studies classes during this academic year. Over half of all LUI presentations to groups were at the Rio Grande Campus.
- Parallel Studies reference help rose by 58% in FY 1990, reflecting increased advertising of existing assignments that were designed to include critical thinking skills, as well as increased enrollment in Parallel Studies.
- All reference librarians participated in an LRS-led workshop on improving classroom presentations. The workshop included a videotaping of each librarian in a simulated presentation as a coaching tool.
- Media Services produced, re-scripted, shot, and edited three 30-40 minute upholstery programs, and began planning for the Plesiosaur video mini-grant.
- LRS revised and expanded its Scope of Collection and Location of Books policies to improve library support of instructional programs.

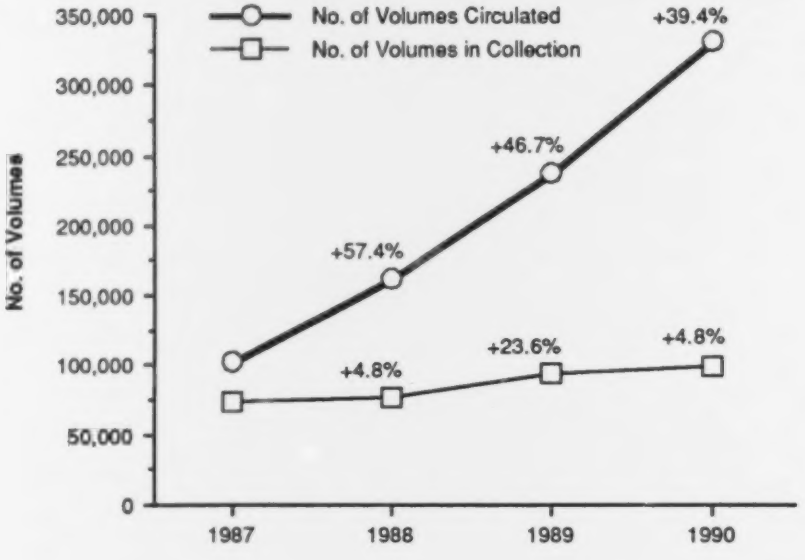
LRS — Providing Innovation

- With installation of the Dynix Aquisitions Module, students and faculty using the public access catalog can now determine if materials are on order and receive an estimated time of availability. Students, with reference librarian help, can place a hold on an item and be notified when it arrives.
- The Dynix Acquisitions Module also allows Technical Services to place orders electronically, saving time and postage. In addition to links with Baker & Taylor and Majors Scientific, ACC was the first Dynix owner to transmit orders electronically to Blackwells North America, a major supplier of reference materials.
- In September 1989, LRS was a beta-test site for the Dynix Release 120 software, a very large modification in the basic Dynix program. While it took some time to eliminate bugs in the program, ACC students had access to the new, more powerful, software before all but one other academic institution in the country. LRS is now a beta-site for the Dynix Media Scheduling Software.
- At the end of the summer of 1990, all possible LRS locations possible were linked to Dynix via the INet service of Austin Cablevision. Although the radio frequency (RF) modems that provide the link to INet are more expensive, the savings in leased Bell telephone lines more than offsets the cost.
- Work began on a computer-based ordering and tracking system for preview and purchase of computer and media software.

LRS — Providing Materials

- The number of volumes in the LRS collections grew to 98,638 in 1990. The rate of growth was slower than in 1989, when the ACC Board of Trustees provided LRS with a special fund of $330,000 for collection building under its *Basis for Excellence* plan. (See **Figures 3** and **4**.)
- Circulation of LRS materials (including books, reserve items, and audiovisual items) totaled 330,693 items, a 40% increase over 1989. This represents an average of almost 13 items per student, compared to 5 items per student only three years ago. (See **Figures 3** and **4**.) Circulation of media software to faculty and students was up by 75% in the same period. (See **Figure 5**.)
- Film and video rentals were down by 24% from the year before, in part because the University of Texas ceased renting titles and in part because Media Services has been purchasing titles in heavy demand by instructors.
- Media Services pursued an aggressive program to convert its videotape materials to the more common VHS format. This project involved obtaining permission from the copyright holders of the videotapes and payment of over $2,000 in copyright fees.
- Technical Services created databases for periodicals, standing orders, newspapers, and indexes in FY 90, allowing staff to sort and produce lists by such options as vendor, campus, price, or quantity ordered. These lists are useful analysis tools for collection maintenance. By tracking titles by dates of renewal, the databases help to ensure continuity of service and to project budget needs.
- Dynix inventory software enabled LRS to do a complete inventory of its print and audiovisual holdings in only three weeks time using four temporary employees and with no interruption of normal service. The employees scanned the barcodes of materials into a portable terminal; the software compared this data to the online catalog to identify "missing" items. In the past, inventory could only be done with the LRCs closed, using all available LRS staff. It had been over eight years since a complete inventory had taken place.
- With the move of the Art Department, art materials were moved from the three main campuses to the Southwest Center Campus for the start of the 1990-91 academic year. Using the Dynix system, catalogers were able to batch

FIGURE 3.
Collection Size Compared to Collection Use, 1987-1990



move the titles on Dynix from the original campus location to SWC. New spine labels were generated using the system and materials did not have to physically pass through Technical Services. (Without Dynix, all materials would have had to be manually reprocessed and cataloged by Technical Services.) The mailroom employees, LRS staff, and students all benefited from automated processing. Librarians and Media Specialists selected the items needed to support the Art Department's curriculum, and acquired shelving and equipment to accomodate the materials.

- Cataloging in Technical Services continues to operate on a current basis. There is no cataloging backlog. This has been an objective of Technical Services for ten years , one they have consistently achieved. This means that materials are available to students within five days of their arrival in Technical Services.
- An inventory of CBI software allowed undocumented and obsolete software to be discarded and additional software to be purchased to fill gaps. Publication of a resource guide to CBI software holdings provided greater access to the software available to faculty and students.
- When the Eastridge Campus LRC opened in August 1990, dial access service to Dynix was provided. All books, serials, media, and CBI software ordered over the summer were fully cataloged and processed when the doors opened.

FIGURE 4.
Volumes per Student Compared to Circulation per Student (All Media), 1987-1990

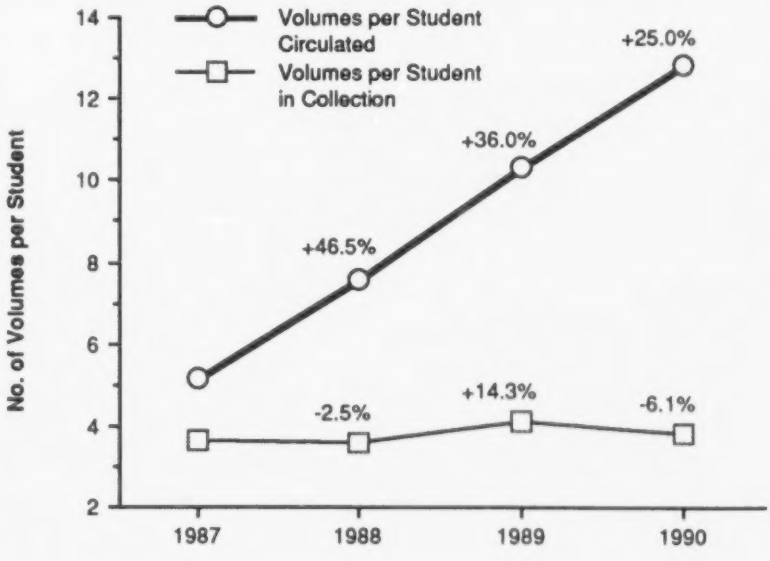
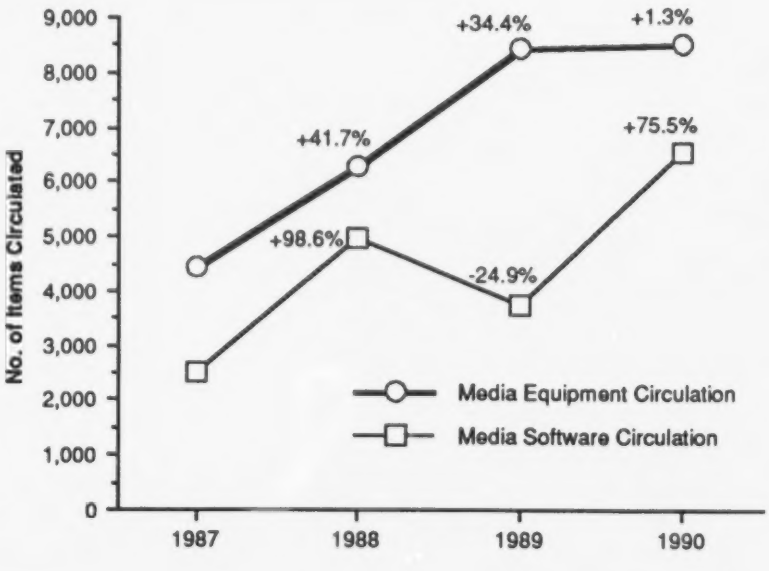


FIGURE 5.
Media Circulations, 1987-1990



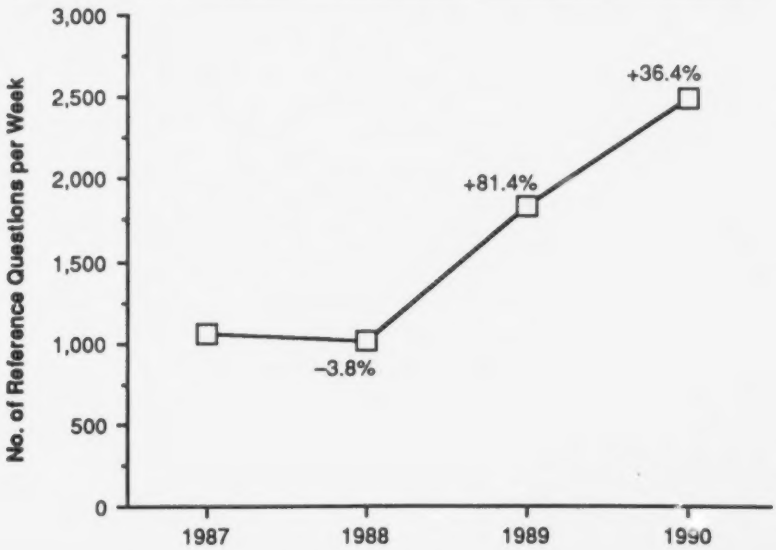
LRS — Providing Facilities

- Preparations were made to open two new campus LRCs. The Eastridge Campus LRC was prepared for an August 1990 opening. Staff were hired and trained in time for the first day of service, and furniture, equipment and materials were all purchased and installed. The Cypress Creek LRC, to replace 620 Oaks, was designed and planned for a FY 1992 opening. Both new centers follow a model developed over the past several years for LRC facilities, in which library services, media services, a media lab, and a CBI Computer Center are integrated into one contiguous space. This design allows maximum student use with minimal supervision. Faculty are able to check out audiovisual equipment without entering the main doors of the LRC. Noisy areas are separated from areas where low noise is important. The Eastridge LRC is near the elevator to ease equipment delivery to the second floor. The LRC at Cypress Creek is centrally located for easy student access.
- Telefacsimile machines were added at the main campus and campus LRCs to facilitate transfer of administrative paperwork between main campuses and campuses. In the future, journal articles will be faxed between locations.
- The Eastridge Campus CBI Computer Center was planned this year as was the separation of the CIS Lab from the CBI Computer Center at the Southwest Center Campus. The addition of full-time permanent CBI staff to these campuses means a wider range of services and more accessible hours of operation.

LRS — Providing Answers

- LRCs handled an average of 2,492 reference questions per week, an increase of 36 percent from the previous year. (See **Figure 6.**)
- In response to a computer virus attack on CBI software in early summer 1990, special antiviral software was purchased to combat the problem which will soon be available to other ACC computer installations. Staff also attended a workshop on computer viruses.
- Media Services planned 20 computer workshops for the Professional Development Office, and presented 14 of them.
- As a prelude to the Microcomputer Support Program begun in FY 1991, CBI assisted over 100 college offices with installation of a major upgrade to Word Perfect.

FIGURE 6.
Reference Questions in a Typical Week , 1987-1990



LRS — Goals for FY 1991

General

- To complete an LRS Strategic Plan using the LRS Mission, Goals, and Objectives as a framework.
- To prepare for the upcoming ACC Self Study and Southern Association of Colleges and Schools accreditation visit.
- To plan for effective staff development activities including All LRS Meeting in January.
- To evaluate Media Services in light of position vacancies and reordered departmental responsibilities.
- To pilot a Micro-User Support program and ascertain the need in the college for end-user assistance with microcomputer applications.
- To prepare for opening the Cypress Creek LRC and closing the 620 Oaks LRC.
- To design the LRC for the Pinnacle Campus.
- In conjunction with Personnel Services, to pursue a salary survey for selected LRS classified and pro-tech positions.

Technical Services

- To install and use the Dynix Acquisitions Module, replacing the discontinued OCLC Acquisitions System, for all LRS ordering and fund accounting.
- To develop systems and procedures enabling electronic transmission of orders to the major ACC vendors of library materials.
- To install all new releases and modules of Dynix software with minimum interruption of LRS public services.
- To assist Media Services in installing and using effectively the Dynix Media Scheduling Module.

Computer-Based Instruction

- To work with the Faculty to expand the use of computers in the curriculum, emphasizing Nursing and Economics.
- To maintain and update the resource guide to CBI software.
- To supervise the pilot Micro-User Support program and document the results of the effort.
- To design and open new CBI facilities at the Pinnacle and Cypress Creek campuses.

Media Services

- To evaluate departmental objectives in light of changing responsibilities.
- To liaison with instructional and administrative divisions for integration of media services into the instructional program.
- To plan and implement Media Services at the Cypress Creek and Pinnacle Campuses.
- To continue the conversion of video holdings to the VHS format.
- To select, recruit, and orient new Media Services professional staff.
- To resolve problems with the Dynix Media Scheduling Module and adopt software for use.
- To continue to develop and implement use of data management software for media functions.

Learning Resource Centers

- To maintain and improve Library-Use Instruction (LUI) programs in Parallel Studies while encouraging college-wide adoption of the program.
- To target the health sciences and other vo-tech areas for integrated LUI adoption.
- To continue to develop and update staff procedures and training tools for effective adoption of new Dynix routines.
- To decrease the amount spent on reference standing orders, thereby increasing funds available for circulating materials.
- To develop and administer a faculty survey on LRS services.
- To strengthen the working relationship with Student Services, particularly in the area of student retention activities.
- To establish a review process for fine/hold disputes.

FIGURE 7.
Per-Student Statistics, 1989-1990

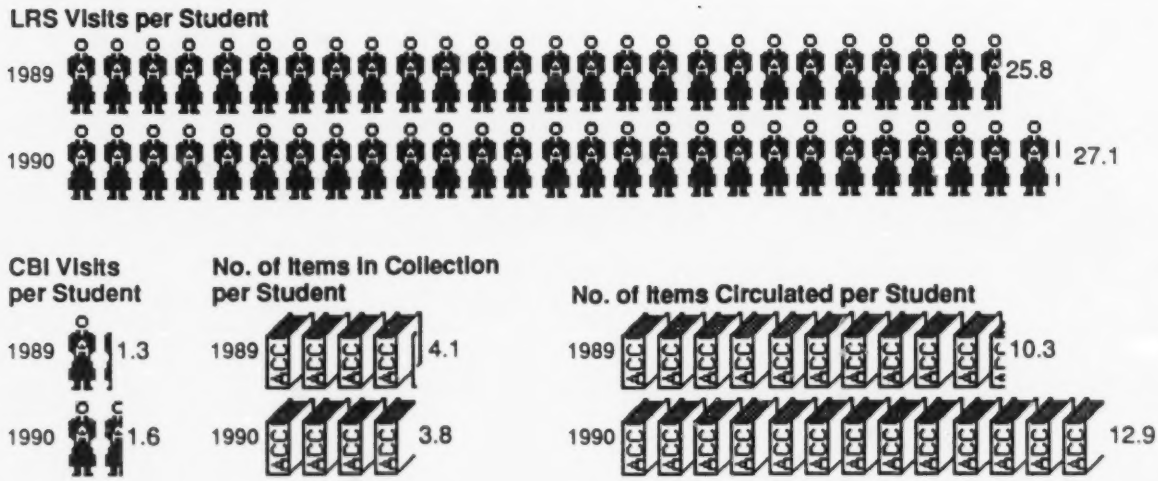
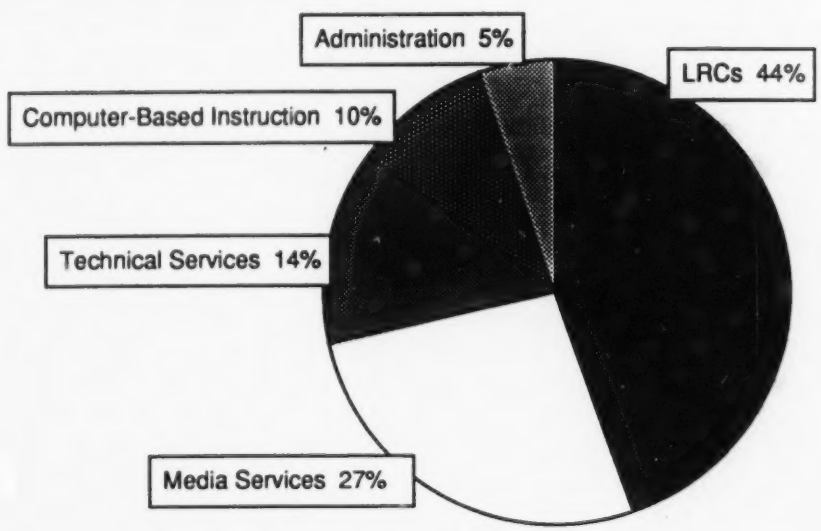


FIGURE 8.
LRS Budget Allocations, FY 1990



LRS — Statistics, FY1987 - FY1991

	FY 1987	FY1988	FY 1989	FY1990	% Change 1989-1990
General / LRCs					
User Visits (All LRS)	542,151	542,215	593,975	698,137	17.54%
Circulation (All Formats)	102,759	161,715	237,269	330,693	39.37%
Volumes (All Formats)*	72,832	76,295	94,109	98,638	4.81%
Fines Collected	$14,961	$14,281	$17,941	$35,592	98.38%
Acquisitions Budget	$251,500	$196,450	$544,564	$222,259	-59.19%
ACC Enrollment	19,905	21,378	23,067	25,735	11.57%
LRC Reference Questions per Week	1,047	1,007	1,827	2,492	36.40%
Students in LUI (Formal Programs)	5,798	5,874	8,720	7,538	-13.56%
Classroom Presentations	140	147	106	110	3.77%
Media Services					
Media Software Circulation	2,503	4,970	3,735	6,554	75.48%
Media Equipment Circulation	4,420	6,265	8,418	8,525	1.27%
Equipment Maintenance					
In-House	513	996	841	958	13.91%
Outside	—	37	94	86	-8.51%
Productions					
Studio	49	18	24	14	-41.67%
Photo	1,381	5,512	6,629	5,907	-10.89%
Graphics	808	3,404	3,140	2,917	-7.10%
CBI Statistics					
User Visits (All Computer Centers)	11,013	19,405	29,261	68,388	133.72%
Total Hours of Use	14,132	19,919	28,780	42,121	46.36%
Average Hours per User	1.28	1.02	0.98	1.24	26.53%
Workshops	71	68	96	75	-21.88%
Workshop Participants	1,042	1,350	1,698	1,280	-24.62%
Office Calls	257	165	247	292	18.22%
Student Use Statistics					
Visits per Student (All LRS)	27.24	25.36	25.75	27.13	5.35%
CBI Visits per Student	0.55	0.91	1.25	1.64	31.18%
Circulation (All Formats) per Student	5.16	7.56	10.29	12.85	24.93%
Volumes (All Formats) per Student	3.66	3.57	4.08	3.83	-6.05%
Acquisitions $ per Student	$12.64	$9.19	$23.61	$8.64	-63.42%
LRS Budget					
LRS Budget as % of E&G Fund	4.43%	4.94%	4.73%	4.73%	
Staffing Table Positions	49	51	56	58	3.57%

*Figures have been adjusted to reflect the inventory completed in FY 1990.

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